Community Carte System: Promoting “Social Inclusion”

Presentation at INTA 4-8 October 2009 in Taiwan

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What is happening in Global Cities?

- **London**: Despite its prosperity, in East End, 40% of working age population “economically inactive”; child poor; street violence. “Chav” phenomena; Polarization between “creative class” and “service class” people.

- **Tokyo**: Unemployment 5.8%, but unstable employment 33%, suffers from 10% people below poverty line many of them excluded from welfare benefit, solitary death of elderly people more than 3000 last year.
Traditional Welfare Problems

- Medical Care
- Elderly People
- Public Health
- Youth
- Disability
Emergence of Community Care System

What is the Community Care System?

- Local Community-based **Decision Making**
- Services are delivered through **Small Facilities**, e.g., Day-care Centers, Group Homes
- Services are provided by various types of organizations: Public, For-Profit Private, NPOs, **Volunteer Organizations**
- Projects are governed by a “Collaboration” or “Local Strategic Partnership”
Three Drivers of Community Service Delivery System?

- "Normalization" Principles:
  - Everybody has the right to continue living in his/her home and participating in the community activities

- "Neo-Liberal Welfare Reforms"
  - Emphasis on Self Reliance, "Workfare"
  - Introduction of Private Sector to enhance efficiency

- Emergence of **Social Exclusion** and Need for Community-based "City-Building"
Traditional Welfare System

- **Current Status**: Basic Framework has been created
- **Next Issue**: How to build Community-based Services as Sustainable Community Businesses
Emergence of New Type of Issues
Various types of “Social Exclusion”

- Immigrants
- Repatriates
- Abuse of Elderly
- Domestic Violence
- Discrimination

- Isolated Death
- Elderly-Elderly Care
- Elderly – Mid-aged Suicides

- Unstable Employment
- Homeless,
- Consumers Debt & Bankruptcy,

- Youth Unemployment
- Youth Suicides
- Street Violence
- Drug Abuse
What is the “Social Exclusion”?  

- Due to globalization, unskilled workers & youth lost jobs and suffer long-term unemployment or unstable jobs
- Initial lack of favorable factors triggers the accelerated “deprivation process” of other factors and make the people suffer “multiple deprivation”
- Neighborhood become dilapidated, creating another issue for the residents
- People lose contact with the society, creating an “under-class” or “parallel society”
Deprivation Process

Economic Deprivation
- Unemployment/Unstable Job

Mental Deprivation
- Mental Illness

Social Deprivation
- Drug/Alcohols Dependence
- Child Abuse
- Lost Access to Education/Welfare
- Lost Housing
Social Exclusion

- **Current Status:** No Systematic Solution

- **Next Step:** We need to create a System to address Excluded People at early stage of problem
What should we do?

- **Major Target:** Unskilled Workers & Youth
- **Major Issue:** Unstable Employment & Lack of Social Connection

- **Integrated strategy:** at community level to address Multiple Deprivations
- **Creation of Jobs through Community Businesses and Upgrading Skills**
What is the “Community Carte System”? 

- First, to track every people’s “Wellbeing” or “Deprivation” comprehensively.
- Welfare Challenge Survey track people’s state of wellbeing or deprivation, on 12 categories of “Deprivation Factors”, such as health, education, employment, housing, family ties.
- Community Resources Survey will investigate on welfare facilities, services, and human resources provided in the community
Welfare Challenge Survey

- Welfare Challenge Survey will focus on the following 12 Deprivation Factors:
  - Income/Asset, Employment, Family Ties, Education/Skills, Health, Disability, Capability for Daily Life, Housing, Safe Neighborhood, Transportation, Access to Basic Services, Participation in Social Activities

- For each Deprivation Factor, People are asked:
  - His/her Subjective Evaluation of Wellbeing or Deprivation in the scale of 1(Most deprived) to 10(Fully Satisfactory)
  - His/her Community Service Needs to cope with the Deprivation
  - Actual Usage of such Community Services during last one year
## Image of the Community Carte

### Degree of Deprivation:

<table>
<thead>
<tr>
<th>Economic Status</th>
<th>3</th>
<th>4</th>
<th>6</th>
<th>5</th>
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<tbody>
<tr>
<td>Income/Asset</td>
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<tr>
<td>Status of Employment</td>
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<tr>
<td>Housing</td>
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<td>Access to Basic Services</td>
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### Service Needs:

- General Welfare Benefit
- Job Matching, Skill Training
- Low-Cost Housing,

### Human Capital

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<tr>
<th>Human Capital</th>
<th>7</th>
<th>9</th>
<th>6</th>
<th>4</th>
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<tbody>
<tr>
<td>Health</td>
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<tr>
<td>Disability</td>
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<tr>
<td>Capability for Daily Life</td>
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<tr>
<td>Education/Skills</td>
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<td>Child-Youth Care Needs</td>
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### Social Activities

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<tr>
<th>Social Activities</th>
<th>1</th>
<th>4</th>
<th>6</th>
<th>7</th>
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<tbody>
<tr>
<td>Family Ties</td>
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<tr>
<td>Neighborhood/Violence</td>
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<tr>
<td>Transportation</td>
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<td></td>
<td></td>
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<tr>
<td>Social Activities</td>
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</tbody>
</table>

- Medical Check
- Welfare Factory
- Day-care Service
- Life-Long Education
- Nursery, Prevention of drug
- Single-mother Benefits
- Drug Abuse Prevention
- Community Bus
- Elderly Salon
Community Resource Survey

- Collect data on **capacity, cost and service content** of available facilities and services of the community:
- **Survey includes all relevant sectors:**
  - health, education, elderly care, child/youth development, transport, infrastructure, and skill development
- **Survey includes all services provided by:**
  - Public Sector, Private for-profit firms, NGO/NPOs, and Volunteer Organizations
- Evaluate **effectiveness of services**
How is the CCS different from regular survey?

- Community Carte is **not a One-Time Survey**, but it will **continuously track** the welfare challenges of the **same individuals** regularly so that it analyses **Dynamic Process of Social Exclusion**.
- Information will be **shared by the Service Providers** for better service.
The Community Carte will contribute to:

- Identify issues and magnitude of New and Complex Welfare Challenges and
- Create a comprehensive Welfare Programmes tailored to individuals
- Monitor and evaluate the effectiveness of programmes by regularly update the carte
- CCS data will be used to create Community Businesses to serve the community, and
- Offer jobs for socially excluded people, based on the real community needs
Who runs the Community Carte System?

- Option 1: City Council
- Option 2: Social Welfare Council
- Option 3: Community Comprehensive Support Center (CCSC)
Pilot Project for Three Cities (I)

- **Workshop** for CCS Preparation in Liverpool (Feb. 2010)
- System Design (Mar-June 2010)
- Consultation of Stakeholders in the Three Cities (2010)
- Community Resource Survey (late 2010)
- Welfare Challenge Survey (late 2010)
Preparing the CCS (I)

1. Preparation Workshop

2. System Design

3. Consultation

4. Community Resource Survey

5. Collecting Needs Data In two districts

Facilities

NPOs

Welfare Specialists

Local Partnership

Universities

Open City Foundation

Research Team

Community Carte System

District A

District B

Shinjuku

Liverpool City

Melbourne City
Creating “Community Businesses” (I)

What is “Community Businesses”?

- Community Business will address new types of Needs in the community
- Creating Jobs for socially excluded people with skill training
- Using Social Entrepreneurship model for business sustainability
Examples of “Community Businesses”

- In the area of Elderly Care:
  - Multi-functional Day Care & Short Stay Services to support home care,
  - Group Home for small number of elderly people with recognition problems,
  - Catering Service for single family people
  - Watching and Communication Service for single elderly people

- In remote communities:
  - Community Transport Services
  - Community Delivery System for basic food and necessity
How to Create “Community Businesses”

1. Examine the **Community Service Needs** data by the CCS
2. Create several **business models** to cope with the welfare needs,
3. Identifying **skill requirements** and develop **training materials**
4. Job Creation Center will **train workforces** both **leaders and staff**
5. In partnership with a Business Incubator, the City will support for the “community business” development
Creating Community Businesses

- City
- University
- NGOs
- CCS
- Develop Business models
- Identify Community Businesses
- Train Local People
- Start up Support
- Business Incubator
- Job Center
- Neighborhood Community
What Open City Foundation can support?

- Provide an Open City Portal to the city and districts:
  - To support citizens’ participation
  - Knowledge sharing among cities
  - Monitor planning and Evaluation

- Design with City Council and Experts to develop Community Carte System
Thank you!

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